

Suppliers Helpdesk - Safran Finance Services

The Suppliers Helpdesk is the **single point of contact** for suppliers to obtain the processing status of one or more invoice (s), a statement of account or the details of a bank transfer.

How to contact?

Beforehand:

- **Make sure** that invoices have been issued for more than 21 days or past due.
- **Check** that the **billing** address and **mailing** address indicated on your invoice comply with those indicated on your purchase order.

Contact method:

- Register and create a user form on the hotline portal.

French version:

<https://sfssupport.microsoftcrmportals.com/fr-FR/>

English version:

<https://sfssupport.microsoftcrmportals.com/en-US/>

Information to be provided in any request

- **Invoice no.**
- **Order no.**
- **Amount inclusive of VAT**
- **Entity invoiced**

Response time

- An acknowledgment receipt is sent within **24 hours** with a **unique ticket number**.
- The helpdesk agrees to respond you within **72 hours**.
- Do not contact us again before this period has elapsed.
- For any follow up once that time limit had expired always communicate the ticket number.

Scope

- ◆ Aero Gearbox International
- ◆ Safran SA
- ◆ Safran Aircraft Engines
- ◆ Safran Electrical & Power
- ◆ Safran Electronics & Defense
- ◆ Safran Engineering Services
- ◆ Safran Helicopter Engines
- ◆ Safran Landing Systems
- ◆ Safran Nacelles
- ◆ Safran Transmission Systems
- ◆ Safran Reosc
- ◆ Safran Aircraft Engines Services Brussels
- ◆ Safran Aero Composite
- ◆ Safran Ceramics
- ◆ Safran Filtration Systems
- ◆ Safran Ventilation Systems
- ◆ Safran Power Units
- ◆ Galli Participations
- ◆ Safran Aerosystems SAS
- ◆ Safran Aerosystems Services Europe SAS
- ◆ Safran Electronics & Defense Actuation
- ◆ Safran Electronics & Defense Cockpit Solutions